

# VoIP Help cases in several Qs

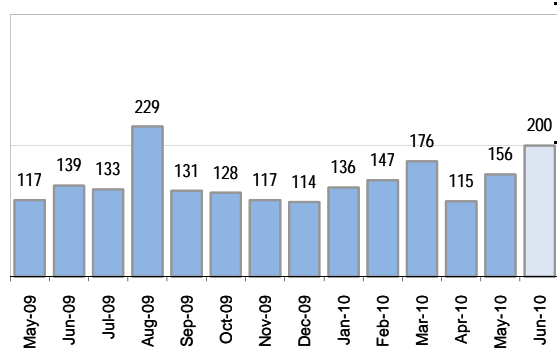
Cases as of 7/1/2010  
Starting 8/11/2006

## Creating Cases

Total from Last Week

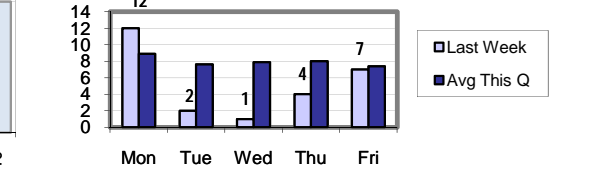
36

Cases Created, Year Ago to Date



Average Per Day	Now	Year Ago	Change
this week	5.2	7.2	-28%
last 3 months	5.2	4.6	11%
last 12 months	5.0	4.2	18%

Actual Per Day, Last Week vs Qtrly Average



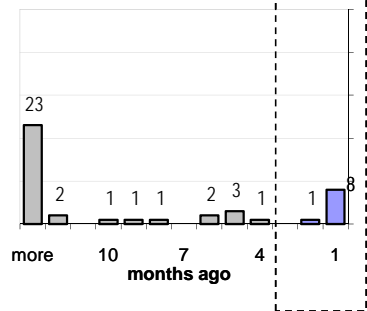
## The Queue

Currently Pending

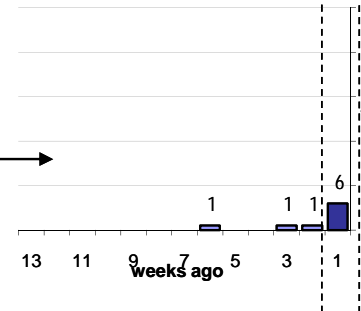
43

Calendar Age of Open Cases

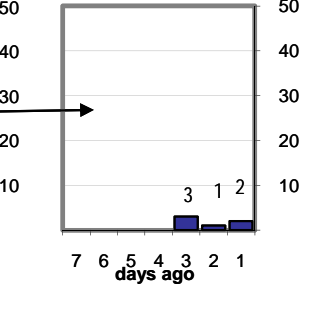
Last 12 Months



Last 3 months

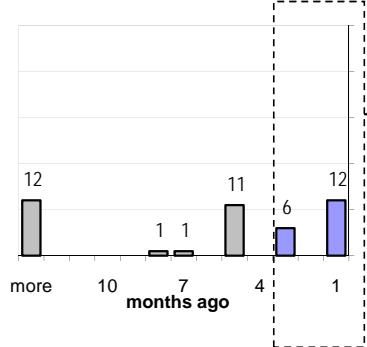


Last Week

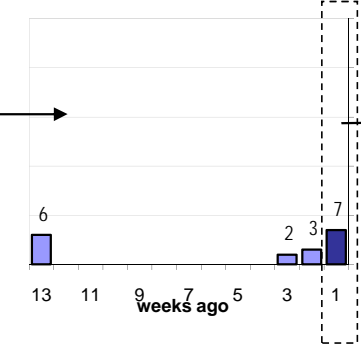


Time Since Last Activity of Any Kind, in Cases that are currently Open

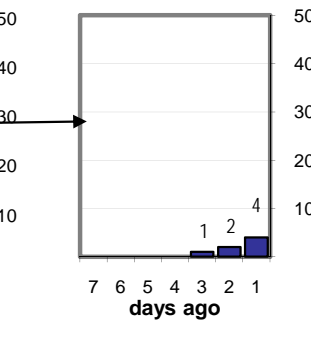
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

9%

3 to 7 days

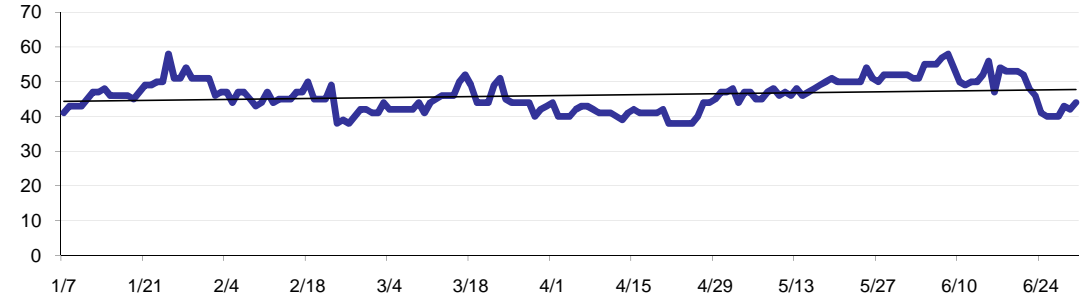
8%

< 3 days

83%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months:

0 ↓

# VoIP Help cases in several Qs

Cases as of 7/1/2010  
Starting 8/11/2006

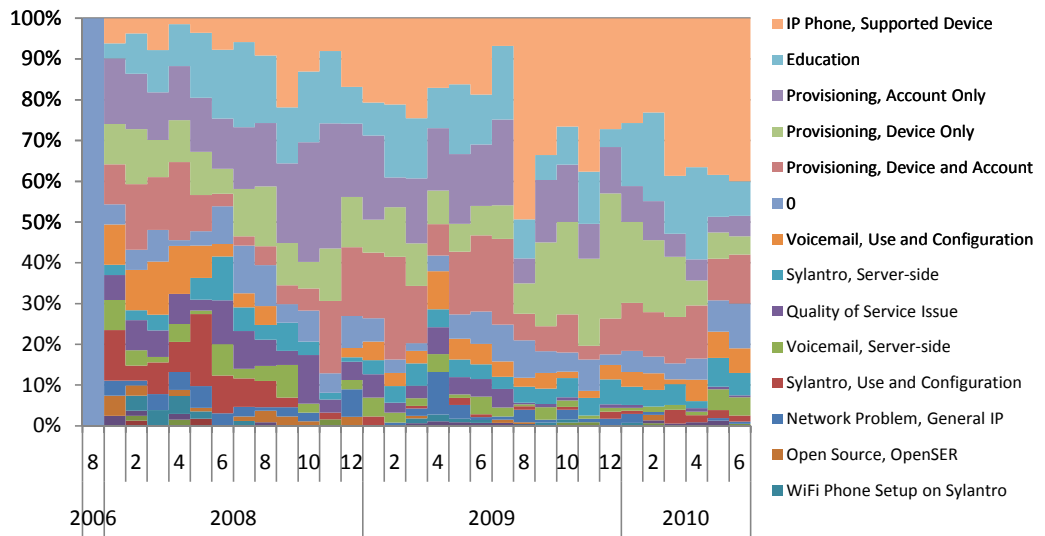
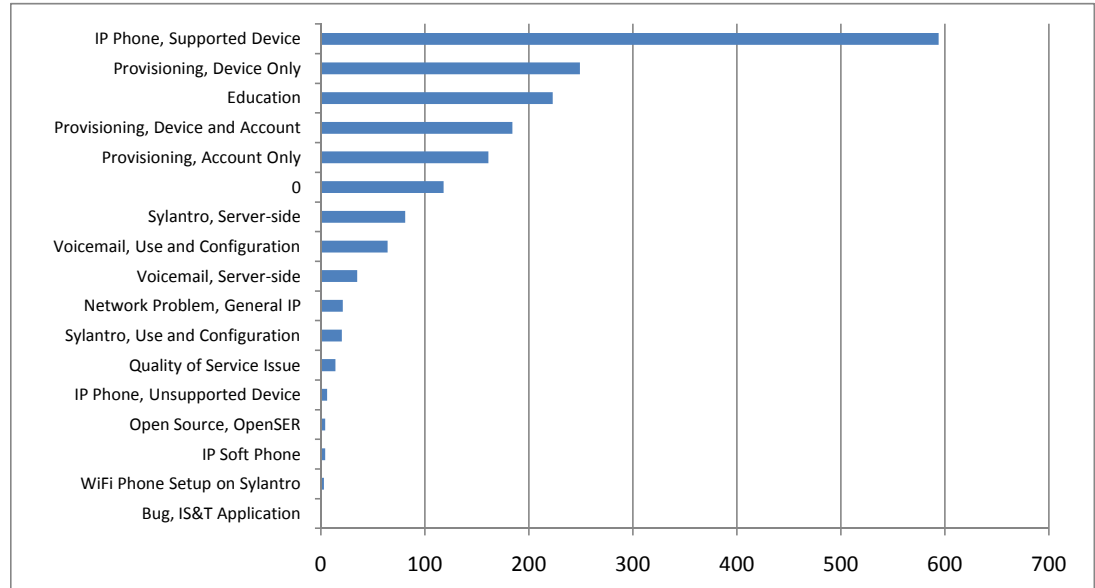
## Problem Types and Queues

N of Problem Types

17

N of Types

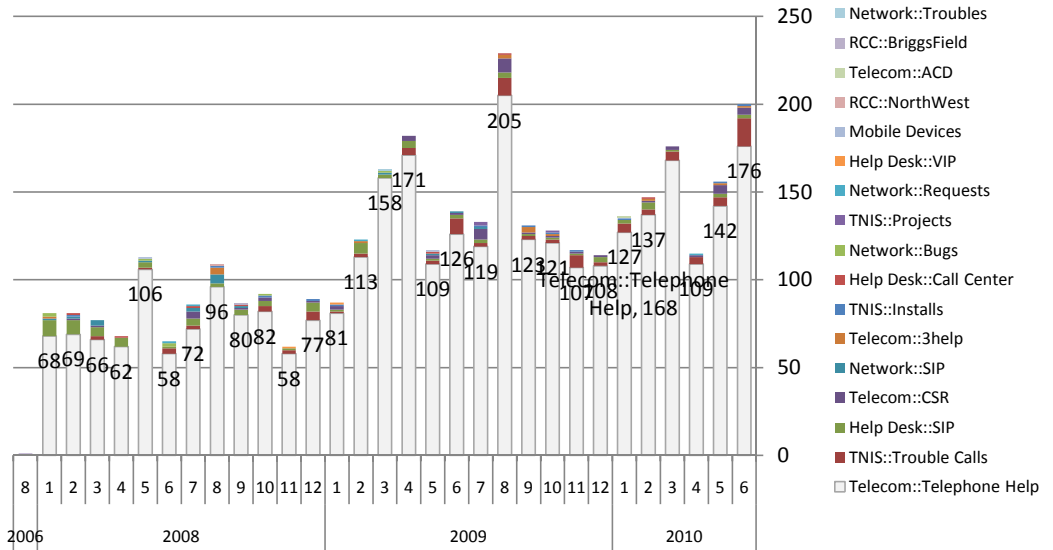
FY2010-to-date Pareto Chart of Problem Types (0 = field not filled in)



Problems by Queue

106%

% of cases in Telecom::Telephone Help



### Client Demographics

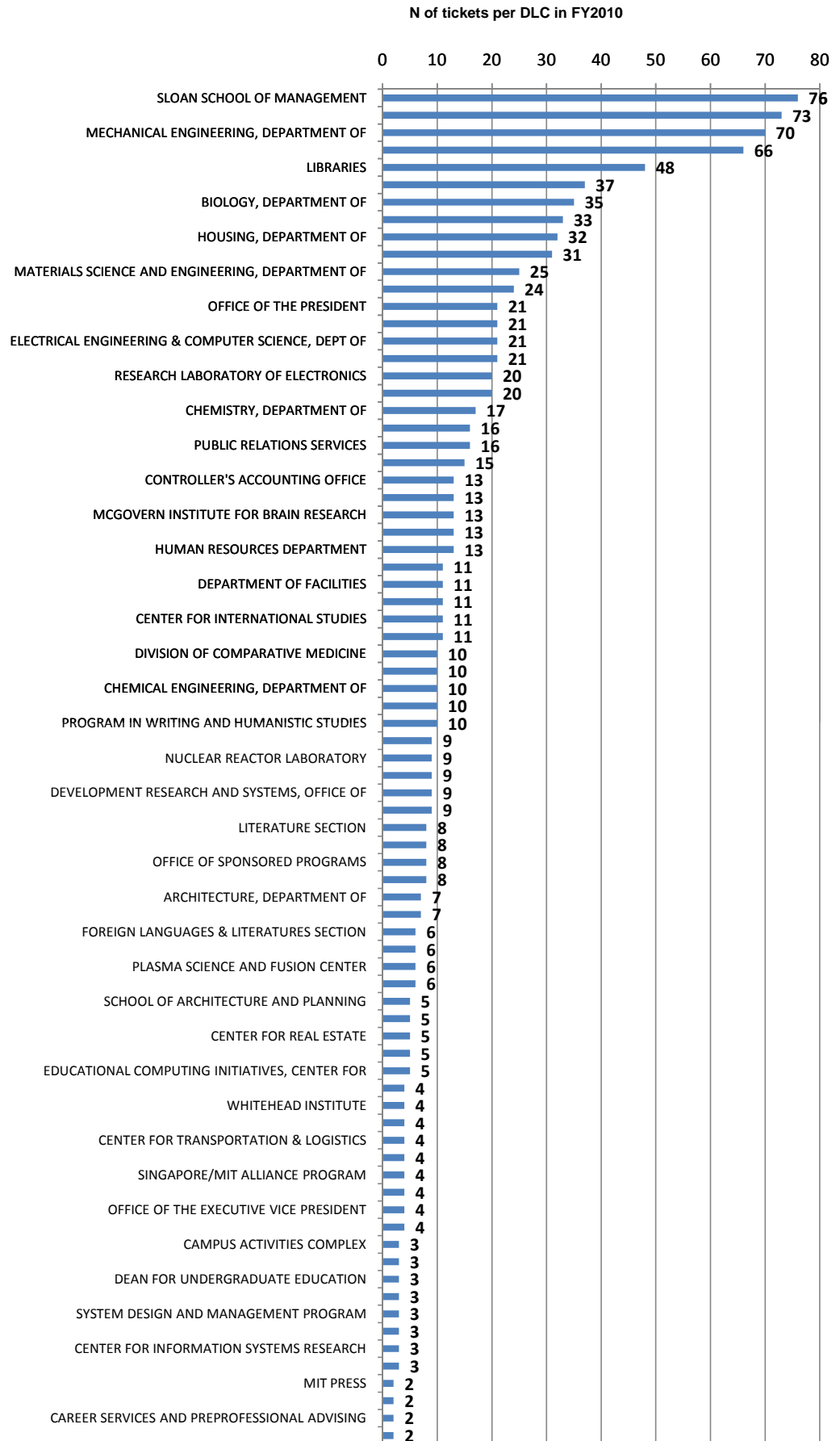
DLCs in FY(Multiple Items)

110

N of unique clients in FY2010

956

Pareto of DLCs by N of tickets in FY2010



MATERIALS PROCESSING CENTER	2								
	2								
CORPORATE RELATIONS/INDUSTRIAL LIAISON PROGRAM	2								
	2								
OPERATIONS RESEARCH CENTER	2								
	2								
STUDENT LIFE PROGRAMS	2								
	2								
DEAN FOR STUDENT LIFE	2								
	2								
ENGINEERING SYSTEMS DIVISION	2								
	2								
LEMELSON / MIT PROGRAM	1								
	1								
DEAN FOR STUDENT LIFE-ADMINISTRATION	1								
	1								
PARKING AND TRANSPORTATION OFFICE	1								
	1								
MUSIC AND THEATER ARTS SECTION	1								
	1								
MUSEUM	1								
	1								
MATHEMATICS, DEPARTMENT OF	1								
	1								
ENDICOTT HOUSE	1								
	1								
FRANCIS BITTER MAGNET LABORATORY	1								
	1								
AUDIT DIVISION	1								
	1								
CLINICAL RESEARCH CENTER	1								
	1								
terrascopes	1								